

Rural Electric Safety Achievement Program



2017 Fall RESAP Meeting

Kansas City, KS

November 14-15, 2017

2017 Fall RESAP Meeting

November 14, 2017 - 8:30am to 4:30pm

- Welcome and Introduction Bud
- Discuss and Review Ground-rules All
- SIF Initiative Update and Planning Session All

Lunch Provided

- Area Administrator Roundtable All
- Safety Manual Review and Discussion All
- RESAP Reception (5:00 – 6:30 PM – J Bar, Embassy Suite) All

Ground-rules

National RESAP Meeting – Ground-rules

- Actively participate – everyone's voice is important
- Seek to understand first – ask questions
- Work towards consensus
 - We seek a *significant* majority to move forward
- Constantly look for incremental improvements
- Seek strong relationships – dignity & respect

Closing Conference – Ground-rules / Key Objectives

- Promote understanding of the current state of performance
- Provide honest feedback to support improvement
 - No sugar coating – constructive feedback
- Open two-way discussion (we do not always get it right)
- Avoid defensiveness – it's your plan
 - Not about fault finding, it's about fact finding
 - Some observations may seem like “nit-picking”
- Provide a team view of priorities as a guide

SIF Update & Planning Session



FEDERATED RURAL ELECTRIC
INSURANCE EXCHANGE



YOU

Statewides / Safety Leaders



RURAL ELECTRIC
**SAFETY ACHIEVEMENT
PROGRAM**

Creating a culture of safety



NRECA

A Tractor Energy Cooperative

CLCP

Certified Loss Control Program

Session Road Map

- **Review introductory video**
- **Summarize work to-date and conclusions**
- **Need your input and validation on:**
 - **Draft solutions**
 - **Best recommendations for co-op safety leaders to consider**
- **Discuss and plan for deliverables and delivery approach**

Introductory Video

Motivation is increased!

When people feel like they have a voice in their work!

For people to TAKE ownership we have to GIVE them some ownership



Challenges

Temptations for shortcuts



It's a people problem, not a lineman problem

When perceived outcomes are SC+ - temptation occurs

Normal brain function



Our brain loves to default to fast brain especially on routine work

Risk awareness vs exp. / skill



As our skill and experience grows
– risk awareness decreases

Preliminary Draft Solutions

**1) Clearly communicate what we
want people to do**

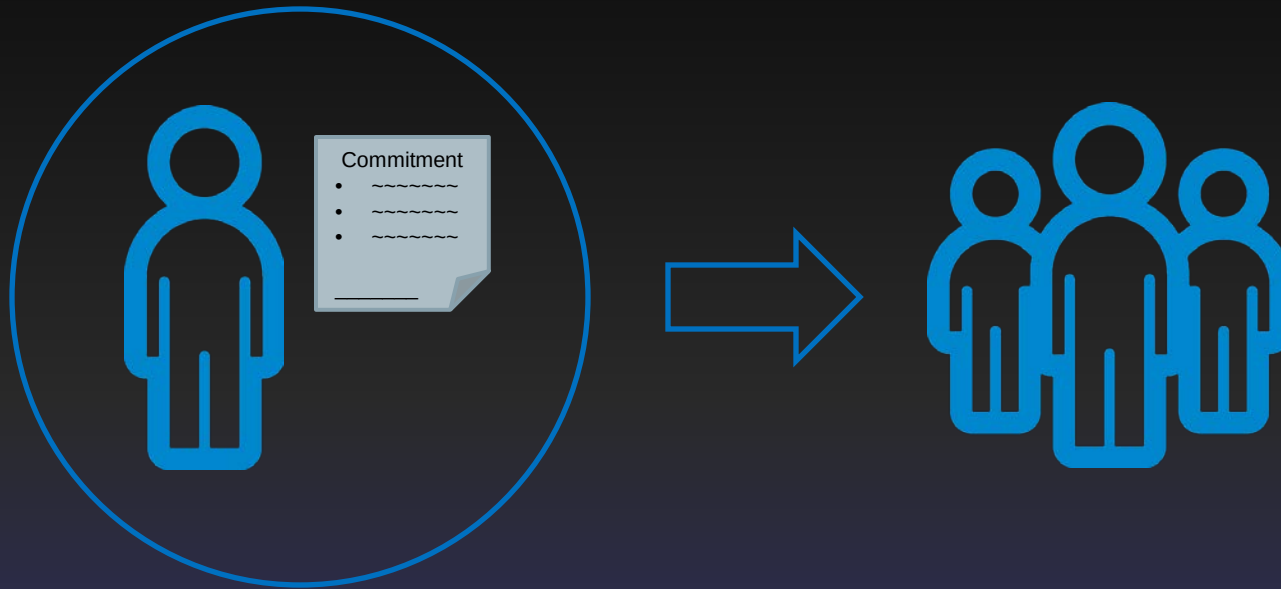
What we want people to do

1. Practice the “Life-Saving Rules” – every time
 - Utilization of gloves and sleeves
 - Application of proper insulating material
 - Utilization of proper clearance procedures
 - Testing lines and application of personal grounds
2. Speak up – no one accepts or walks by a short-cut
3. Slow down – perform effective job planning on all work assignments

2) Make a voluntary personal commitment

Shifting Behaviors

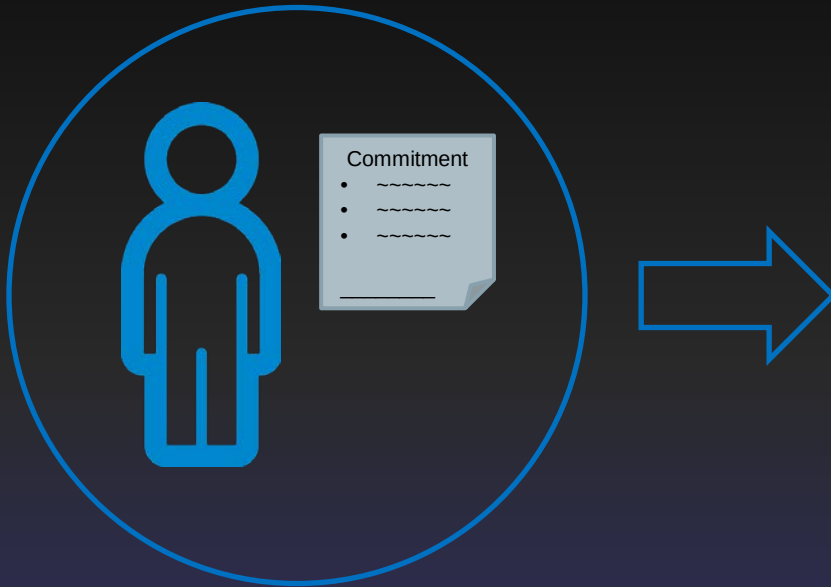
Ask for a Voluntary Commitment



Personal commitments that are voluntary and public, influence lasting behavior changes

Shifting Behaviors

Personal Commitments and Personal Values



Link personal commitment to our
internal values where possible

Employee Commitment

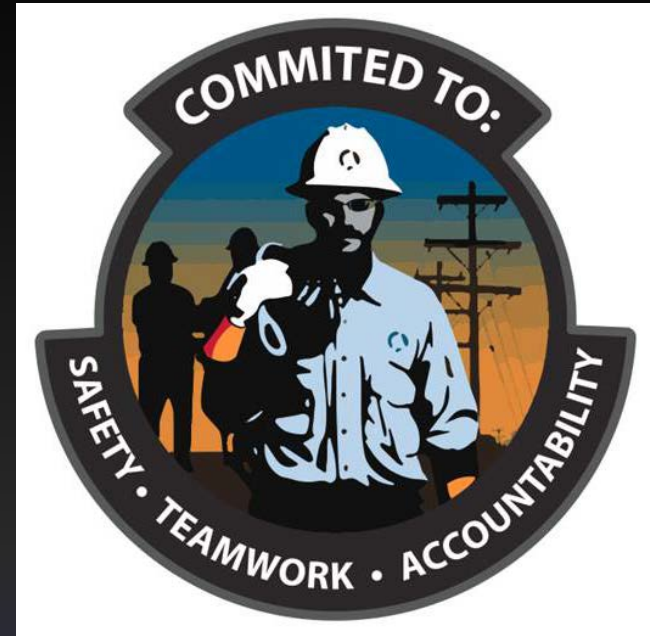
*Sample
Template*

Name:			
I commit to use the following work practices and ideas for the safety and welfare of my family, friends, co-workers, community and myself. Every single time. ▪ Use of our Life-Saving rules of: • Proper use of PPE (gloves and sleeves) • Proper application of personal grounds • Proper application of insulating material • Proper use of clearance procedure ▪ To “speak up” and never accept or walk by shortcut to safety work ▪ Slow down and perform effective job planning on all my work assignments			
Signature:		Date:	
Signatures of supporting Family, Friends, Co-workers, etc. (optional)			

- Allow for employees to have input into the process and a choice
- Employees can use this template or create their own (hand written)
- Commitments can be posted publically or in a personal place that reminds them
- Family members, friends and co-workers can be included
- Safety Leaders should model the behavior

3) Agree upon a supporting commitment logo

Logo to Reinforce Commitment:



- Develop or decide on a logo to reinforce the commitment, AFTER the commitments are made (it is not an incentive for making the commitment)
- Employees can work to develop their own or use one of the ones above at their discretion

4) Implement new job planning process with new SIF app

Prototype Decision Flow for App:



Select Type of Work

Construction

Maintenance

Restoration

Repair

Working
w/i MAD

Working
w/i MAD

Working
Under
Clearance

Working w
Insulated
Tools

Working De-
energized

OR

Working
Energized

Visual Open &
Tagged

Tested &
Grounded

Work Mode
Designated

Gloves &
Sleeves

Proper Cover

Designated
Observer
Assigned

Vehicles
Barricaded /
Grounded

Work Mode
Designated

enter name

Wire Down

Visual Open &
Tagged

Tested &
Grounded

PPE Worn

Prototype Decision Flow for App (*continued*):



Select Type of Work

Construction

Maintenance

Repair

Restoration

Working
w/i MAD

Working
Under
Clearance

Wire Down

Working w
Insulated
Tools

Action Steps for energized
/ de-energized

Action Steps for de-
energized only

Hazards associated with the job

Work procedure involved to do the job

Special Precautions

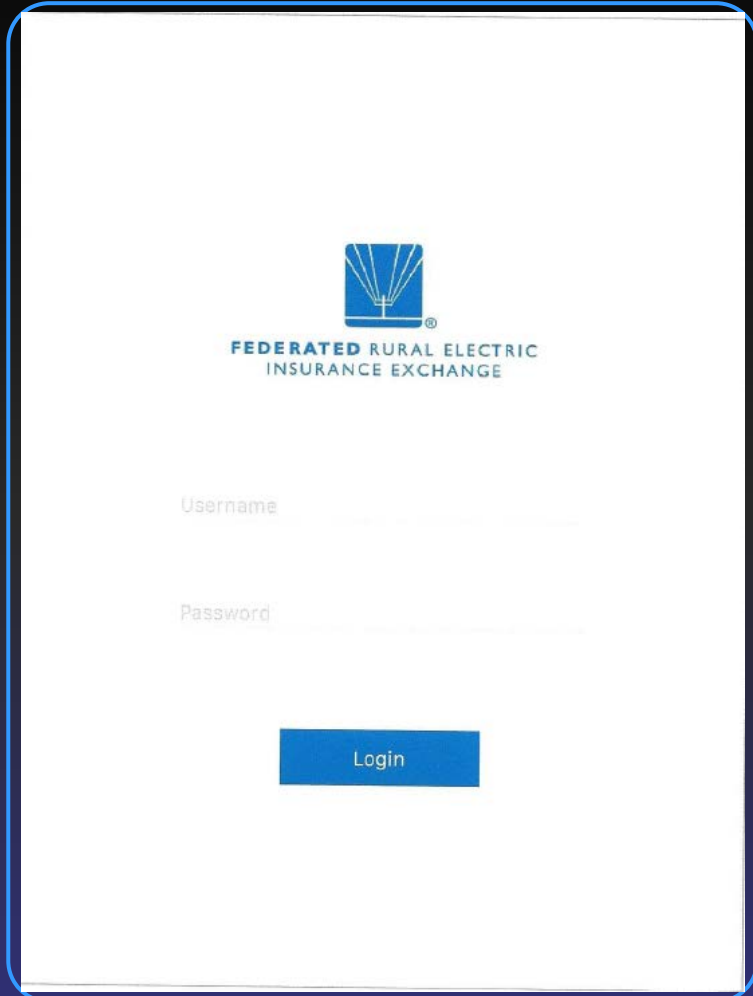
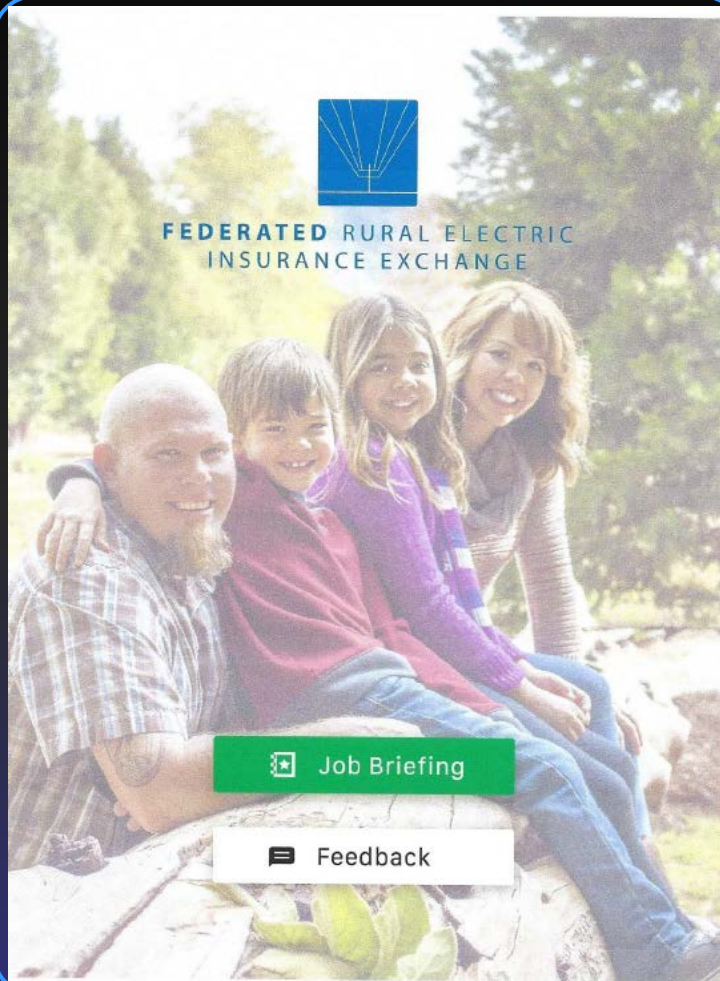
Energy source controls

Personal Protective Equipment

*Other standard
job briefing
steps*

Testing the App

Leadership options to consider



Leadership options to consider



**FEDERATED RURAL ELECTRIC
INSURANCE EXCHANGE**

Date
09-19-2017

Time
02:25:34 PM

Address Line 1
10870 Benson, Street 3

Address Line 2
Overland Park

City
Kansas City

State
Missouri

Zip Code
64030

Job / Account # / Map Location



**FEDERATED RURAL ELECTRIC
INSURANCE EXCHANGE**

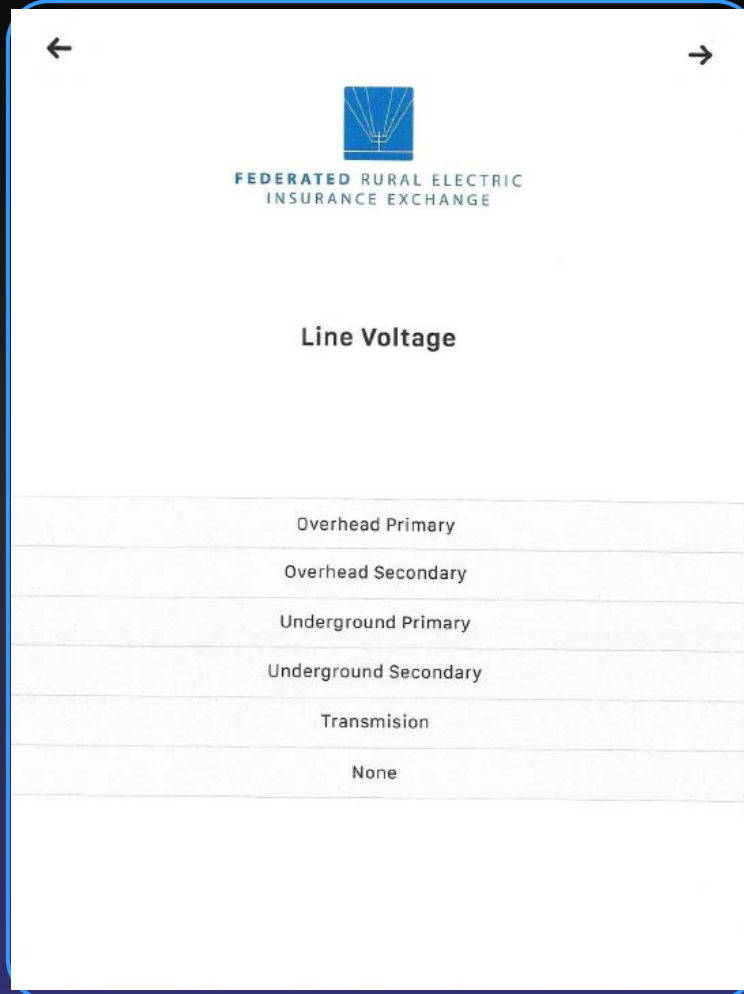


Safety Tool

Job Type

 Construction	 Maintenance
 Restoration	 Repair

Leadership options to consider

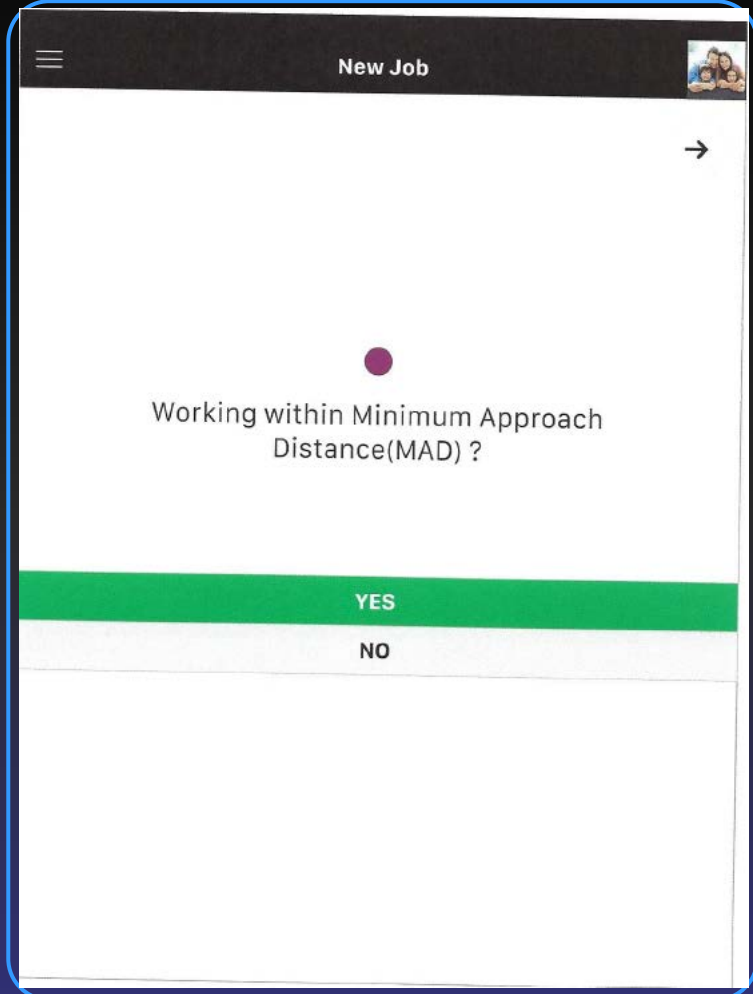


← →


FEDERATED RURAL ELECTRIC
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Line Voltage

Overhead Primary
Overhead Secondary
Underground Primary
Underground Secondary
Transmission
None



☰ New Job 

→

Working within Minimum Approach Distance(MAD) ?

●

YES
NO

Leadership options to consider

The image shows a smartphone screen with a dark header bar labeled "New Job" and a profile picture icon. Below the header, there are left and right arrow navigation icons. The main content area displays the question "Working Energized?" with a purple dot above it. At the bottom, there are two buttons: a green "YES" button and a white "NO" button.

The image shows a smartphone screen with a dark header bar labeled "New Job" and a profile picture icon. Below the header, there are left and right arrow navigation icons. The main content area displays a list of safety questions with checkboxes: "Visual open established and tagged ?" (unchecked), "Conductor / Equipment tested & grounded ?" (checked), and "Proper PPE ? (per co-op practices)" (checked). Below the list, the name "STEVE SMITH" is displayed. At the bottom, there are two buttons: a green "YES" button and a white "NO" button.

Leadership options to consider

The smartphone screen displays the 'New Job' app interface. At the top, there is a header bar with a hamburger menu icon on the left, the text 'New Job' in the center, and a small profile picture of three people on the right. Below the header, there are left and right arrow navigation icons. The main content area features a large green checkmark icon followed by the text 'Hazards associated with the job ?' and a smaller note '(Required items are marked with *)'. Below this, there is a list of hazard categories: '* Energized contact - primary / secondary', 'Excavation & shoring' (highlighted in green), 'Fall from above - poles, structures, ladders', '* Traffic', '* Environment - weather conditions, terrain', and '* Other utilities'. At the bottom of the screen, there is a blue circular home button.

The smartphone screen displays the 'New Job' app interface. At the top, there is a header bar with a hamburger menu icon on the left, the text 'New Job' in the center, and a small profile picture of three people on the right. Below the header, there are left and right arrow navigation icons. The main content area features a large green checkmark icon followed by the text 'Work procedures involved to do the job?' and a smaller note '(Required items are marked with *)'. Below this, there is a list of work procedures: '* Overhead electrical work procedures', '* Underground electrical work procedures', 'Confined space entry procedures', 'Excavation / trenching - UG locates, work procedures', 'Truck / equipment setup - chocks, outriggers set using pads', 'Proper rigging' (highlighted in green), and 'Proper traffic control setup' (highlighted in green). At the bottom of the screen, there is a blue circular home button.

Leadership options to consider

The image shows a smartphone screen with a 'New Job' header. Below the header is a checklist titled 'Special precautions' with a sub-note '(Required items are marked with *)'. The checklist items are: 'Safety uncheck on vehicles', '*Adjacent structures and underbuilt lines' (highlighted in green), 'Designated observer identified, in place', '* Adequate cover-up in place', and '* Pole & structures checked'. At the bottom, there is a text input field with the placeholder 'Comments after the job, special work situation needed for this job:'.

New Job

Special precautions
(Required items are marked with *)

Safety uncheck on vehicles

*Adjacent structures and underbuilt lines

Designated observer identified, in place

* Adequate cover-up in place

* Pole & structures checked

Comments after the job, special work situation needed for this job:

The image shows a smartphone screen with a 'New Job' header. Below the header is a checklist titled 'Energy source controls' with a sub-note '(Required items are marked with *)'. The checklist items are: 'De-energized tested for voltage & grounded', '* Voltage source and open points identified & communicated' (highlighted in green), '* Switching procedures completed & understood' (highlighted in green), 'Recloser set for non-reclosing / One-shot', and 'Line location of recloser'. At the bottom, there is a text input field with the placeholder 'Comments after the job, special work situation needed for this job:'.

New Job

Energy source controls
(Required items are marked with *)

De-energized tested for voltage & grounded

* Voltage source and open points identified & communicated

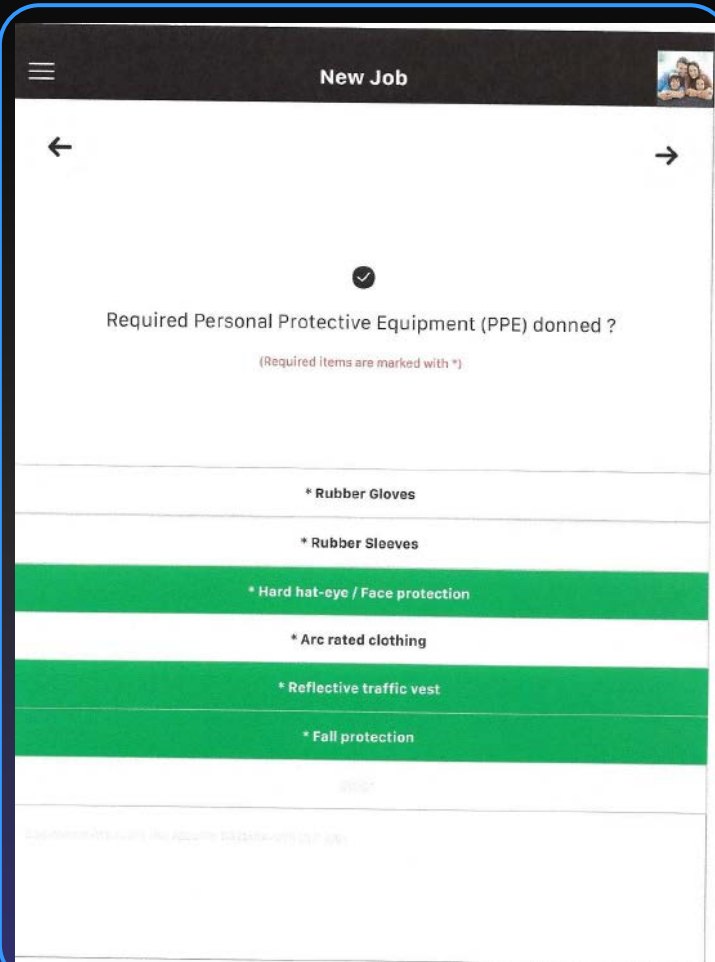
* Switching procedures completed & understood

Recloser set for non-reclosing / One-shot

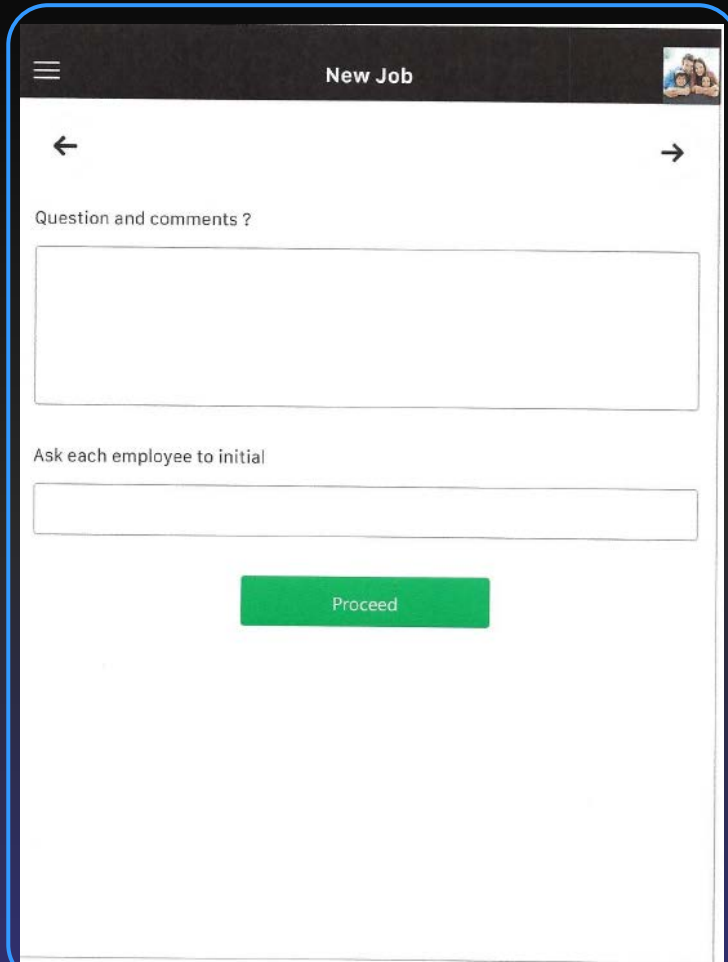
Line location of recloser

Comments after the job, special work situation needed for this job:

Leadership options to consider

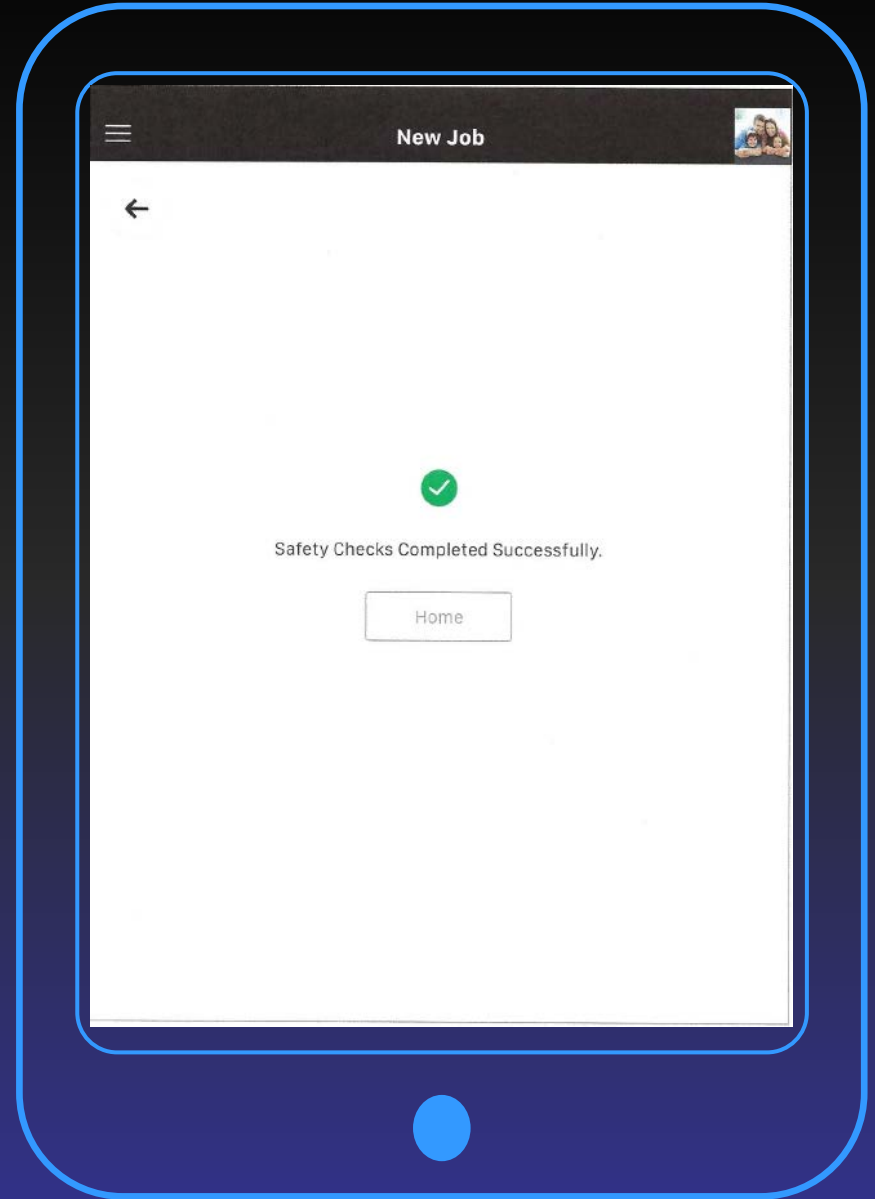
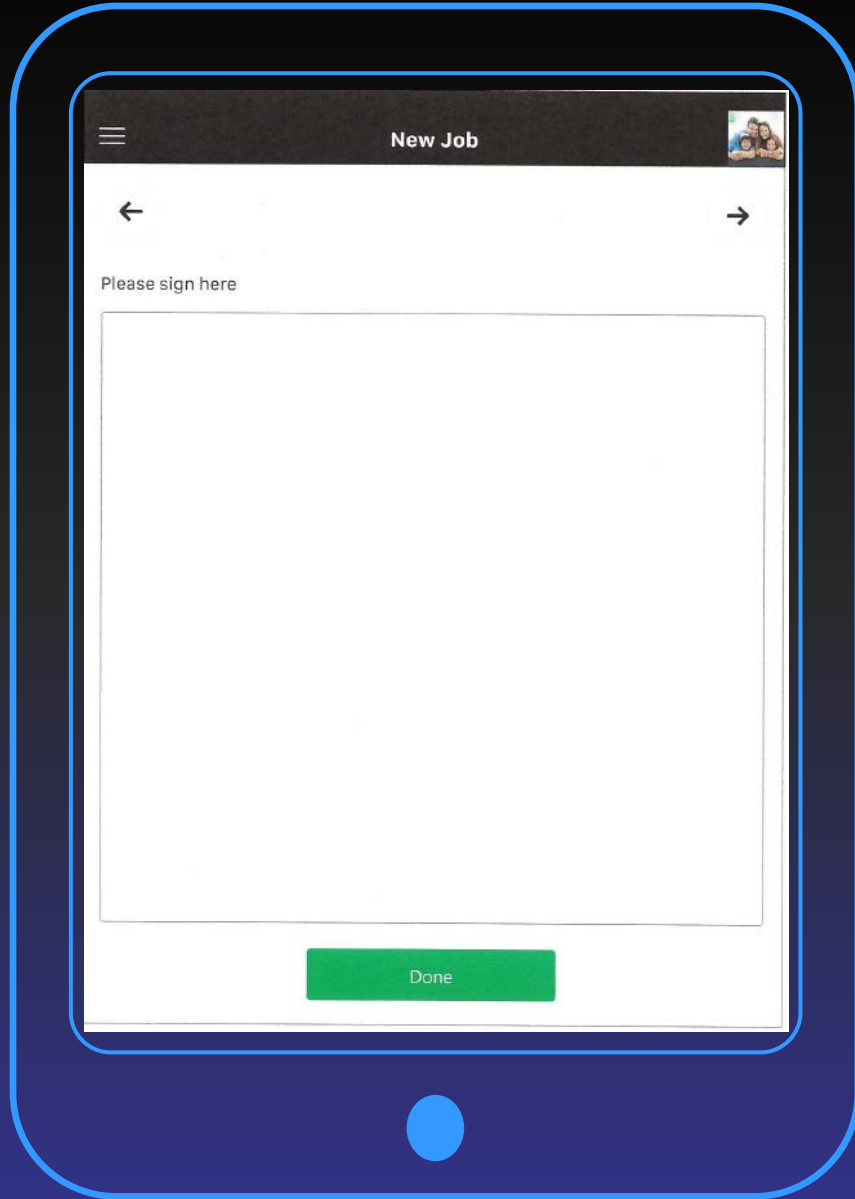


A mobile app interface titled "New Job" with a hamburger menu icon on the left and a profile picture on the right. Below the title bar are left and right arrow navigation icons. The main content area features a checkmark icon and the text "Required Personal Protective Equipment (PPE) donned ?" followed by a smaller note "(Required items are marked with *)". A list of PPE items follows, each with a green bar to its left indicating it is required: "* Rubber Gloves", "* Rubber Sleeves", "* Hard hat-eye / Face protection", "* Arc rated clothing", "* Reflective traffic vest", and "* Fall protection". At the bottom, there is a faint, partially visible text: "Equipment must be used in accordance with the manufacturer's instructions".



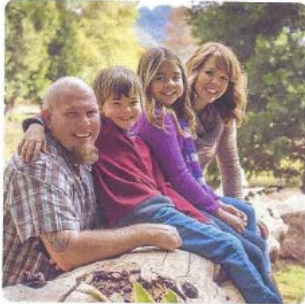
A mobile app interface titled "New Job" with a hamburger menu icon on the left and a profile picture on the right. Below the title bar are left and right arrow navigation icons. The main content area has the text "Question and comments ?" above a large empty text input box. Below this is the text "Ask each employee to initial" above another empty text input box. At the bottom center is a green button labeled "Proceed".

Leadership options to consider



Leadership options to consider

We all love our families
Upload a Family Picture



Upload Picture

Save

5) Agree upon appropriate action triggers to use in job planning process

Shifting Behaviors

Action triggers



Examples



Action triggers help instill critical behaviors into work routines

- Help influence the more difficult behaviors
- Pre-load decisions
- Help create instant habits

Confirm Action Triggers

Select the type of physical designation used to reflect work mode when within MAD



Select the type of physical designation for designated observer

The objective is to trigger the right behaviors and reinforce our commitment every time (also supports coaching and positive recognition – avoid the safety cop mentality)



Shifting Behaviors – Our Biggest Challenges

- **Creating clear consistent understanding of:**
 - **Appropriate cover**
 - **Use of proper clearance procedures**
- **Instilling effective job briefings for all work activities (restoration and small routine jobs)**
- **Gaining buy-in for use of the physical action triggers:**
 - **Vehicle markers designating work scope**
 - **Designation of designated observer**

Leadership Recommendations to Consider

Safety Leader Recommendations

1. Ensure the life-saving rules are clearly identified and understood

Safety Leaders Recommendations (details to consider)

Recommendations	Considerations	Comments
1) Ensure the life-saving rules are clearly identified and understood	• Utilize coming Federated videos to create common understanding (cover and clearance) • Create frequent two-way conversations concerning SIF risks and consistent use of rules • Safety leaders conduct periodic one-on-one employee interviews	• Verify if life-saving rules are clear, simple & understood • Focus less on injury rates with employees and more on individual perceptions of risk and areas of normal drift in work procedures

Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood
2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)

Safety Leaders Recommendations (details to consider)

Recommendations	Considerations	Comments
2) Verify consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)	• Set expectation of time for front-line supervision to be in the field verifying and coaching life-saving rules	• Provide supportive and corrective feedback • Recognize great performance • Avoid “safety cop” approach • Look for areas where actual work practices do not match rules or work procedures • Look for inconsistencies between crews • Assess after hours work periodically • Address workload issues to free up supervisory time, if necessary

Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood
2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)
3. Ensure effective job planning on all jobs (pre-task risk assessment)

Safety Leaders Recommendations (details to consider)

Recommendations	Considerations	Comments
3) Ensure effective job planning on all jobs (pre-task risk assessment)	• Set expectation for periodic in-field verification - to ensure effective job planning	• Continually emphasize the need, especially on routine work • Observe actual in the field job briefings, provide coaching and feedback • Verify individual understanding and reinforce the need to speak up • Reinforce the need to slow down to help activate slow brain

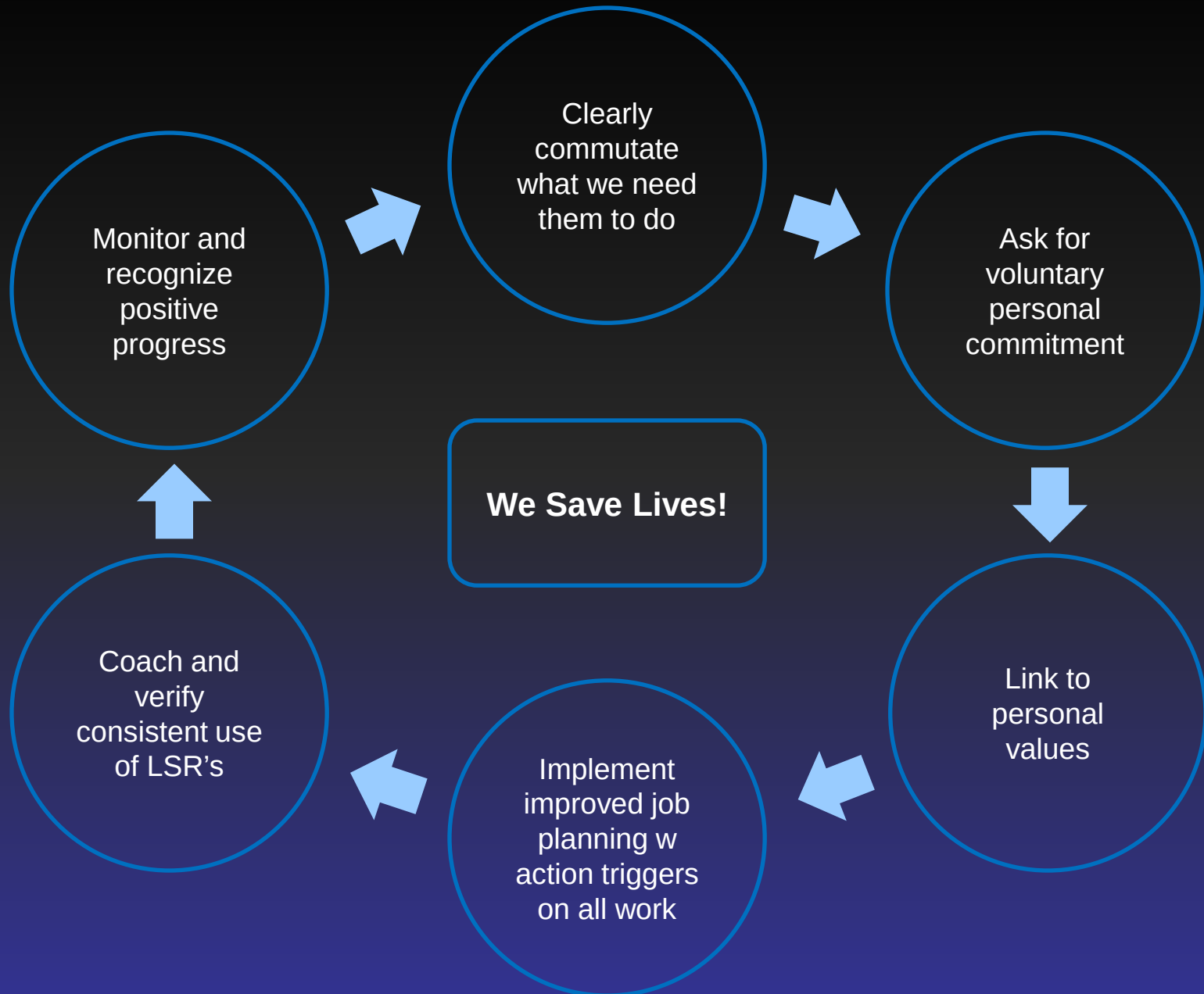
Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood
2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)
3. Ensure effective job planning on all jobs (pre-task risk assessment)
4. Create a structured safety management process to monitor progress and sustain awareness

Safety Leaders Recommendations (details to consider)

Recommendations	Considerations	Comments
4) Create a structured SIF safety management process to monitor progress and sustain awareness	• Create a safety lead team or steering committee • Lead by Senior Leader • Meet monthly / bi-monthly	• Ensure expectations are consistently being met • Ask for feedback on field observations and consistency for use of LSRs • Look for attention areas, set expectations for follow up • Promote reporting of SIF incidents & monitor progress • Ensure positive recognition is provided for great performance • Ensure stop or pause work authority is in place and supported (anyone can stop at-risk performance at any time)

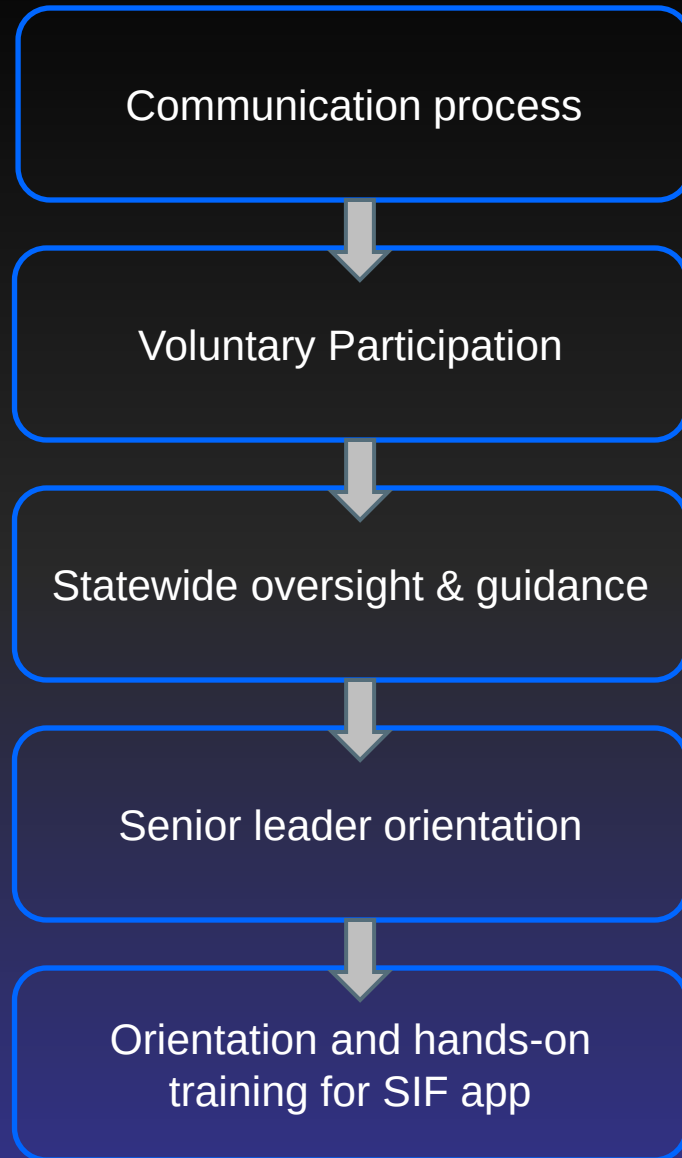
Summary of draft SIF approach



Breakout Session

SIF Implementation Process

Considerations for Implementation



- What would be the best way to clearly and consistently communicate the recommendations?
- What participation / commitment process for co-op CEO/GM's should we use?
- Statewides implement directly with their members
- Statewides who need assistance working with their members
- Co-ops with no statewide or centralized safety support
- Centralized senior leader workshops (state or region)
- Centralized senior leader statewide workshops
- Introduce in individual co-ops by appointment or schedule
- Other
- Understanding rational, need for commitment, reinforcing the commitment
- Tablet verses hardcopy
- Practical scenarios for hands-on training sessions

Next Steps for SIF Initiative

Area Administrator Roundtable

Safety Manual Review and Discussion

Safety Rule Manual Review – Questions to Consider:

- Is the format of this manual appropriate and more useful than the current version you currently use?
- If we decide to move in this direction, what would need to be done, in your opinion, to create a similar co-op version for this type of manual?
- What would be the best approach to create a collaborative version of this type of manual?
- Do you think we should work on this project? Would you be willing to work on and support an effort like this?

Special Recognition

Reception at the J Bar at the Embassy Suite

5:00 – 6:30pm; Dinner on you own

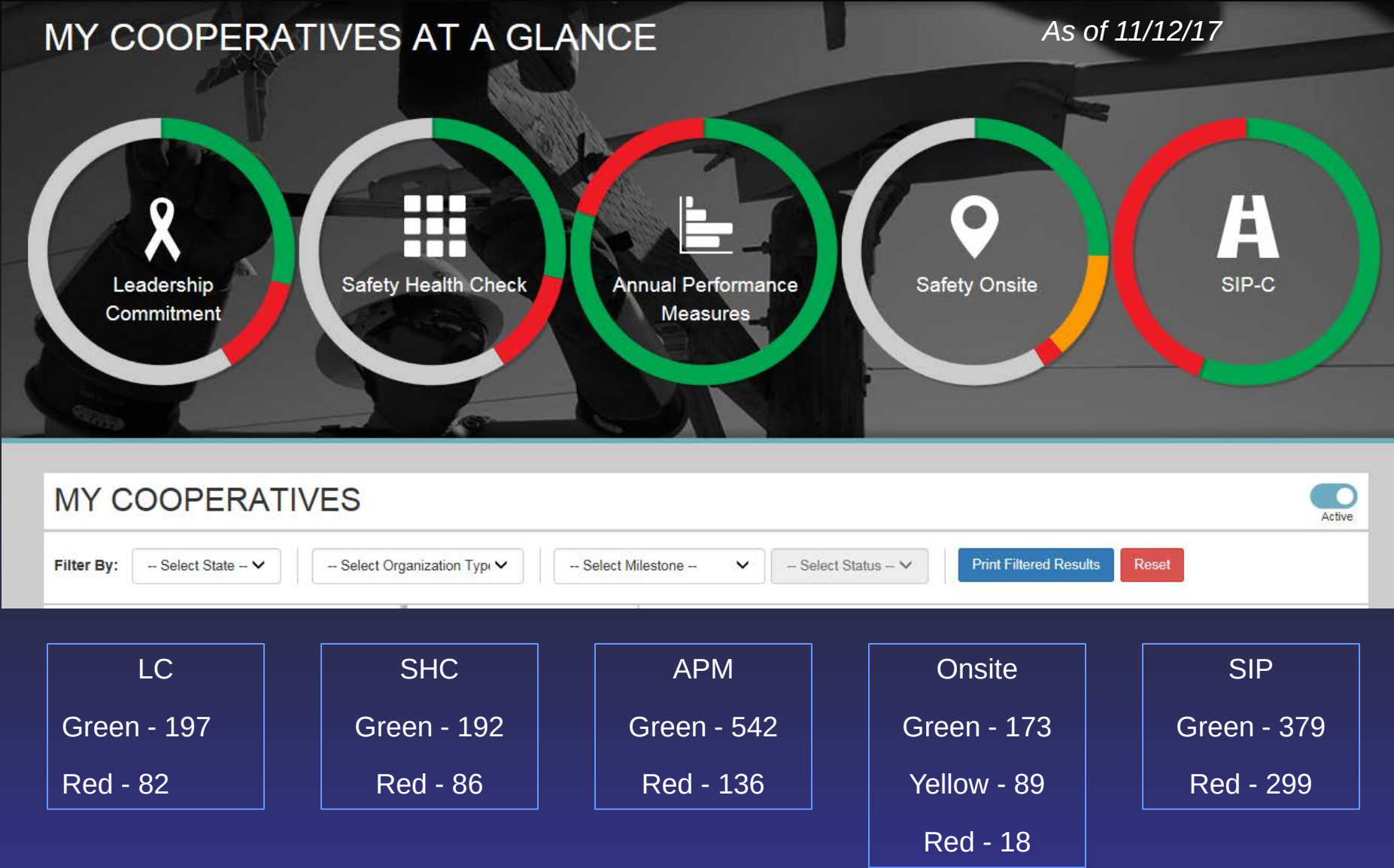
2017 Fall RESAP Meeting

November 15, 2017 – 8:00am to 12N

- RESAP Process Review and Discussion All
 - Process Management Discussion
 - SIP timing
- RESAP Data Review and Findings All
 - Future Plans and Direction
- 2018 SLS Plan Update and Discussion Perron/Bud
- Regulatory Update Martha Duggan
- RESAP Online System Q&A Session Michelle / Craig
- Summarize Outcomes & Next Steps All

RESAP Process Review and Discussion

Current Dashboard Status as of November 10th



2018 Safety Leadership Summit

Update and Discussion

Full Day Pre-Summit Workshops



- Building a Culture of Active Care for Safety
(Krista Geller)
- Reinventing Your Leadership: Six Practices That Turn Loners into Leaders
(Jim Mathis)
- Beyond Compliance: Addressing the Human Error Side of Safety
(Danny Smith & Teena Blount)

Half-Day Pre-Summit Workshops



- Making Your Safety Message Memorable
(Anthony Huey)
- Strengthening the Cooperative Fence:
Harmonizing Security
with the Evolving Character of the Cooperative
(Jim Willis)
- Next Generation Competencies for Managing &
Leading Safety
(Perron Nicholas)
- The Power of Influence for Safety
(Rita Craig)
- Building an Effective Safety Improvement Plan
(Bud Branham)

Additional Pre-Summit Activities



- RESAP Orientation
- Making the Most of Your SLS Experience & First Timers Welcome/Orientation
- Welcome Happy Hour and 1/2 & Leading Practices Showcase Opening

Keynote Speakers



- Charles Duhigg – The Power of Habit
- Dr. Atira Charles - The Realities of Bias in the Workplace: Implications, Strategies, and Solutions for Safety
- Krista Geller - Actively Caring for People: How to Cultivate a Brother's/Sister's Keeper Work Culture
- Kevin Elko – How to Create a Winning Safety Team

Leading Practices Showcase – Breakout Sessions – And Other Activities



- LPS Featuring 16 High Impact Safety Improvements
- LPS Mini Breakout Sessions
- 22 Standard Breakout Sessions
- CEO Breakfast & Leadership Exchange
- Mobile App for Planning and Networking
- Application Planning Session

2018 Safety Leadership Summit and Leading Practices Showcase

- Atlanta, GA - Hyatt Regency Atlanta
- Tuesday, April 24 RESAP Meeting
- Wednesday, April 25th Preconference session
- Thursday - Friday, April 26th & 27th



Regulatory Update

Martha Duggan

RESAP Online System

Q&A Session

Review items from yesterday

Safety Manual Considerations

Project Description:

- Create a generic co-op safety manual, using a format and layout that emphasizes clarity, simplicity and understandability (modeling Pike's format)
 - It would be a generic manual intended for customization based on state and/or local co-op practices.
 - It would require considerable coordination and effort to complete.
 - We could possibly coordinate with efforts between QuadStates, SAIA and NUTSEA.
 - Try to avoid concerns about specific rules or regulations at this point?
 - Is the design and format of this manual significantly better than what we have?
 - Would this type of manual provide value to your local safety efforts? Is it worth our time and effort?

SIF App follow up items

- **Voltage will be entered manually for now (no drop down boxes)**
- **Under – “Special precautions”**
 - **Change: Adequate cover-up in place**
 - **To: Energized lines/equipment & all surfaces at difference in potential covered**
- **Under – “Energy Source Controls”**
 - **Change: De-energized tested for voltage & grounded**
 - **To: De-energized with visual open point, tested for voltage and grounded**
 - **Change: Recloser set for non-reclosing / one-shot**
 - **To: Recloser set for non-reclosing / one-shot and hot-line tag applied**
- **Under – “Required Personal Protective Equipment”**
 - **Add: Proper approved footwear**

SIF App follow up items

- **Action Trigger for physical work scope designation will be optional**
- **Move Vehicle grounding / barricading from front-end to “Special Precautions” section**
 - **Reword phrasing to provide a little more flexibility but not create confusion**

Other Agreements & follow up items

- XXXX

Summary and Next Steps

Questions / Comments?